

# Washington County

## Job Description



<b>Title:</b>	Outreach Specialist	<b>Code:</b>	
<b>Division:</b>	Administration	<b>Effective Date:</b>	07/08
<b>Department:</b>	Council on Aging	<b>Last Revised:</b>	04/10

### GENERAL PURPOSE

Performs a variety of **working level, outreach duties** as needed to seek out, identify and provide assistance to elderly citizens within the county.

### SUPERVISION RECEIVED

Works under the general supervision of the COA Director.

### SUPERVISION EXERCISED

None.

### ESSENTIAL FUNCTIONS

Provides information and referral services for older adults; receives and responds to inquires regarding available service; makes referrals; makes presentations to community groups to promote and educate regarding available resources; promotes and develops working relationships with concerned community groups; maintains up-to-date referral list.

Makes determination of eligibility; interviews older adults and appropriate individuals to determine eligibility for various senior programs; monitors critical cases to assess impact of changes; conducts periodic reassessments; recommends alternative resources; advises clients and advocates their rights, responsibilities and procedures.

Monitors client circumstances to assure quality services and assistance; investigates complaints concerning health conditions and treatment; conducts in-home evaluations and pursues remedies within the medical and care-giving community; coordinates with other agencies and families as needed.

Provides crisis intervention; identifies problems, evaluates solutions, locates resources, makes referrals and advocates for older adults through resolution of crisis situation; refers for case management or protective services.

Maintains adequate record system; documents all contacts and actions; verifies services received to prevent duplication; prepares personal program data reports.

Performs as a team member; facilitates team relations in program and within the agency by involvement in issue meetings with supervisor, program staff and inter-agency program team meetings; participates in conflict resolution exercises.

May participate in providing training to center staff and clerical personnel regarding MOW guidelines; may provide back up to center office specialist(s).

Performs related duties as required.

### MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Graduation from high school or GED;

AND

B. Two (2) years of experience performing above or related duties;

OR

C. An equivalent combination of education and experience.

2. Required Knowledge, Skills, and Abilities:

**Some knowledge of** effective interviewing methods and techniques; effective evaluation methods and techniques; community help organizations and resources; record keeping systems and procedures; interpersonal communication skills; some knowledge of local government processes and functions; first aid, CPR, safety standards, sanitation standards, and gerontology.

**Ability to** exercise initiative and independent judgment and to react resourcefully under varying conditions; organize and maintain time schedules; communicate effectively verbally and in writing; make effective verbal presentations; establish and maintain effective working relationships with employees, other agencies and the public.

3. Special Qualifications:

Must possess a valid Utah Drivers License.  
Must submit to and pass a criminal background check.  
Must take and pass a pre-employment drug test.

4. Work Environment:

Tasks require variety of physical activities, not generally involving muscular strain, such as walking, standing, stooping, sitting, reaching, talking, hearing and seeing. Common eye, hand, finger, leg and foot dexterity exist. Mental application utilizes memory for details, verbal instructions, emotional stability and some discriminating thinking. Frequent travel required in the normal course of job performance.

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**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I \_\_\_\_\_ have reviewed the above job description. Date: \_\_\_\_\_  
(Employee)